

From: Kirk Forsht/=TMS/Toyota. Sent:6/21/2007 5:59 PM.  
To: [ - ] Sam Butto/=Lexus/Toyota@Toyota.  
Cc: [ - ] Greg Thome/=TMS/Toyota@Toyota;George Morino/=TMS/Toyota@Toyota.  
Bcc: [ - ] .  
Subject: Re: ES 350 all-weather floormat Q&A.

Sam,

Many changes were made but I highlighted the major ones. Just a before I sent this version I removed all the highlights and saved it. Rats!

Here are the major changes, please send this PDF.

Thanks!

Kirk

FYI - In reference to A4, please ask the field to not reference the 34 incidents that MAY be related because we are not sure and they have not been confirmed unless they feel it is necessary. We are waiting for NHTSA to hopefully close this PE and any additional media interest will not help our case. Please ask your field offices to try and refrain from confirming or providing the allegation counts as these are not confirmed related to this investigation at this time. The best comment is that we are focusing on the five NHTSA complaints. Thanks!

Q4: Are these five complaints the only vehicles you are aware of that have experienced this problem?

A4: Our initial focus is on the five complaints reported by NHTSA. However, during our investigation Lexus discovered 34 additional allegations that may be related to the investigation.

Kirk Forsht  
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Sam Butto/Lexus/Toyota  
06/21/2007 05:42 PM  
To Kirk Forsht/TMS/Toyota@Toyota  
cc  
Subject ES 350 all-weather floormat Q&A

Hey Kirk,

I want to send the latest Q&A (v14) to our field offices so they can replace the outdated document we sent them earlier. Before I do that, would you be able to put highlights in what is new in the most recent Q&A from the last version we sent to our PR offices, which was v11?

Thanks!

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